



**USA Staffing**<sup>®</sup>  
*Great Government Starts Here*<sup>®</sup>

# USA Staffing Reporting & Analytics

**Time to Hire Overview**

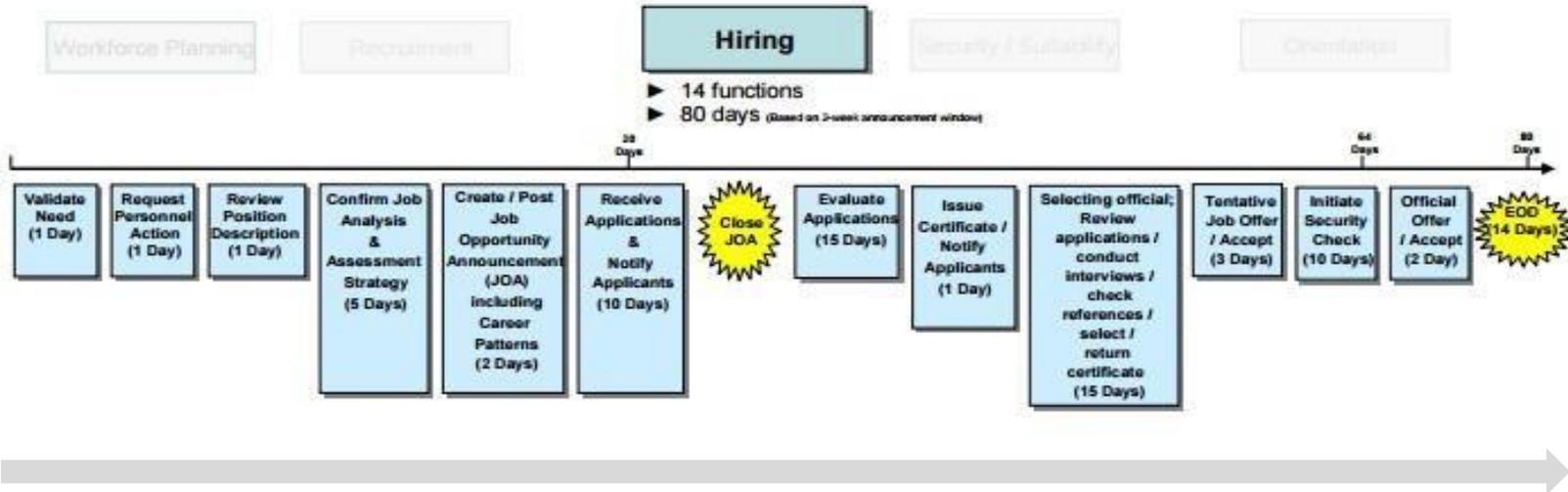


**OPM HR SOLUTIONS**  
*by government, for government*

**U.S. Office of Personnel Management**  
1900 E Street, NW, Washington, DC 20415

# Hiring Process Roadmap

The USA Staffing Time to Hire reporting capability is based on the functions identified in the Hiring Process Roadmap (80-day model)



**Overall Time to Hire** The number of days from when the manager validates the hiring need against agency workforce, staffing, or recruitment plans (**Hiring Need Validated Date**) to the date the new hire enters on duty (**Confirm EOD Date**)





**Hiring Phases** Agencies can monitor hiring phases and milestones through **workflows and**

**Milestones tasks** to identify potential bottlenecks in the process **Automating**

# Time to Hire reporting

## Manual Process

Staff spend time keyentering data, pulling information from various systems, and manually manipulating data,

## Data Collection

1. HR Specialists perform staffing and calculate System
2. HR Specialists then key-enter data completed staffing tasks

## Data Preparation

3. Analysts clean the actions in a Talent Acquisition data metrics in the time to hire app in a time to hire tracking application based on

## Data

## Presentation

4. Analysts develop/refresh dashboards and reports at regular intervals



potentially  
introducing  
errors

Total Time from Request **Several weeks** Completion to Time to Hire Data **to**  
**months**

## USA Staffing

### Data Collection, Preparation, and Presentation

#### Process

1. HR Specialists perform staffing actions in USA Staffing

Staff perform 2. Time to hire data is automatically pulled from USA Staffing and restructured in the Recruitment Data Warehouse 3. Data are refreshed nightly and made available in a dashboard and standard reports actions in the system and data is

USA Staffing time to hire reporting is automated to **improve the efficiency of data collection, strengthen data accuracy, and reduce the reporting burden**

automatically collected, analyzed,  
and  
presented





Total Time from Request **One day** Completion to Time to Hire Data

# Populating Time to Hire data

While overall time to hire is automatically calculated for all requests, **data on hiring phases and milestones will only be available if workflows and tasks are set up appropriately**

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- 1. Develop USA Staffing workflows** – The agency develops ordered sets of tasks (workflows) to track the hiring process and assign forms to new hires



## 2. Initiate a request and assign a workflow to

Hiring Need

Validated

**vacancies** – A request for a hire is initiated by Date the manager and processed by HR and a workflow is assigned

## 3. Complete tasks – HR and managers complete tasks during the staffing and

Hiring onboarding process Phases and

Milestones

## 4. New hire enters on duty – The new hire successfully completes onboarding tasks and Confirm

EOD Date

enters on duty

# 1. Develop USA Staffing workflows

Agencies develop workflows for specific hiring processes (DEU, merit, etc)



Tasks 13

- +  Complete Assessment Package
- +  Release Announcement
- +  Review Applicants
- +  Issue Certificates
- +  Send Certificates
- +  Notify Applicants Of Referral
- +  Make And Return Selections
- +  Audit Certificates
- +  Notify Applicants Of Referral Disposition
- +  Send Tentative Offer

- **Staffing workflows are required for all vacancies;** Onboarding workflows can be developed to assign forms to new hires

Task Rules

Schedule task to start **20** days after **Workflow is assigned** and to be completed within **15** days. \*

Set task to **Pending** status when workflow is assigned. \*

- Agencies can use standard system-wide tasks or develop custom tasks
- When setting up a workflow, **agencies indicate when each task is scheduled to activate and how long each task should take to complete**



## 2. Initiate a request and assign a workflow

As Vacancies are created, agencies are required to assign a workflow

Request Number	Customer	Request Type	Status			
20170224-44972	OPM	New Vacancy	Incomplete			
Request Information > Location Information > <b>Staffing Approach</b>				Documents 0	Notes 0	History
Vacancy to be Created 1				Add Vacancy/Office		
<input type="checkbox"/>	Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination	
<input type="checkbox"/>	Case Exam	Program Office	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) Promotion <input type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit	OPM 80-day	<input checked="" type="checkbox"/> 0201-11(Employee Relations) <input checked="" type="checkbox"/> 0201-12(Employee Relations)	
				Save	Approve Request	Delete Request

### Hiring Need Validated Date (Beginning of Time to Hire)

- The date the manager validates the hiring need against agency workforce, staffing, or recruitment plans
- The date is either:
- Collected from an agency system through an interconnection or



- Calculated as Request Approval Date minus 2 days (based on the Hiring Process Roadmap)\*

\*USA Staffing is planning on also allowing users to manually input the **Hiring Need Validated Date**, **Review Position Description Date**, and **Request Personnel Action (SF-52) Date** in the request module

## 3. Complete Tasks

As HR specialists and hiring managers work through the hiring process, **they complete tasks and actions in the system which populates time to hire data**



<input checked="" type="checkbox"/> <b>Tasks (12)</b> <span style="float: right;">All <span style="border: 1px solid black; padding: 2px;">▼</span> <span style="background-color: #0056b3; color: white; padding: 2px 5px;">Add Task</span></span>		
Task	Owner	Due
Complete Assessment Package	Caleb Judy	02/21/2017
Release Announcement	Caleb Judy	02/23/2017
Review Applicants	Caleb Judy	03/20/2017
Issue Certificates	Caleb Judy	03/21/2017
Send Certificates	Caleb Judy	03/21/2017
Notify Applicants Of Referral	Caleb Judy	03/21/2017
Audit Certificates	Caleb Judy	04/08/2017
Notify Applicants Of Referral Disposition	Caleb Judy	04/08/2017
Send Tentative Offer	Caleb Judy	04/08/2017
Initiate Background Investigation/Security Clearance	Caleb Judy	04/18/2017

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- Task Complete Date
  - Task Days to Complete (target days)

• **System tasks are triggered by system actions** (for example, the Complete

Assessment Package Task is closed when the Assessment Package is complete)

• Custom and some onboarding tasks must be completed manually by users

• **When tasks are completed, data is available on:**

- Task Name
- Task Owner Name (the user responsible)
- Task Active Date

## System Task Triggers

[https://help.usastaffing.gov/ResourceCenter/images/e/ea/USA\\_Staffing\\_Upgrade\\_Task\\_Statuses\\_-\\_01-17-17.pdf](https://help.usastaffing.gov/ResourceCenter/images/e/ea/USA_Staffing_Upgrade_Task_Statuses_-_01-17-17.pdf)



# 4. New Hire enters on duty

When the new hire successfully completes onboarding tasks and enters on duty, **HR specialists complete the Confirm Entry on Duty task which completes time to hire measurement for that request**

Tasks <span>4</span>						Assign Workflow	Add Task
All Statuses		Human Resources					
<input type="checkbox"/>	Task Name	Owner	Status	Due	Completed Date		
<input type="checkbox"/>	Send Tentative Offer	Test Admin	Complete	07/16/2016	06/27/2016		
<input type="checkbox"/>	Initiate Background Investigation/Security Clearance	Test Admin	Active	07/26/2016			
<input type="checkbox"/>	Send Formal Offer	Test Admin	Complete	07/28/2016	08/03/2016		
<input type="checkbox"/>	Confirm Entry on Duty	Test Admin	Active	08/11/2016	02/24/2017		

- The overall time to hire metric will only be calculated when the Confirm Entry on Duty task is completed by HR

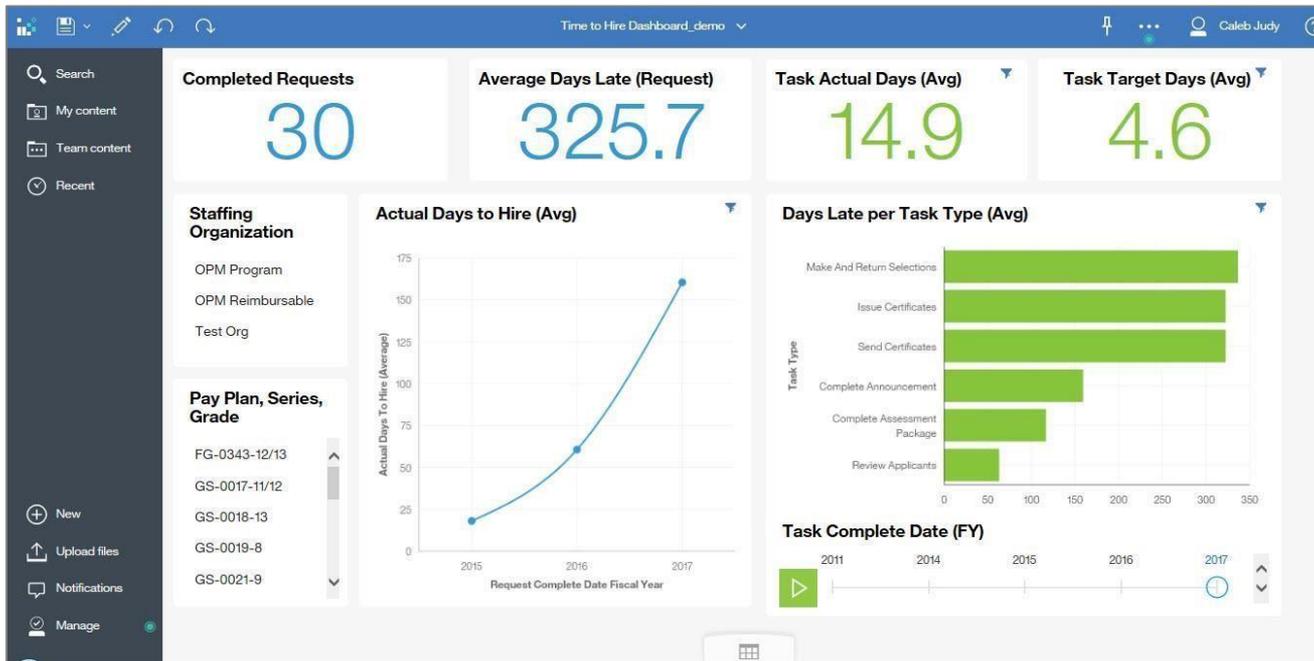


- The Confirm Entry on Duty task is required on all staffing workflows; this ensures the overall time to hire metric can be calculated for all requests
- Most onboarding tasks are not triggered by system events; **the task rules for Onboarding tasks should be set to ensure accurate time to hire data is available**

## Time to Hire Dashboard (mockup)

The Time to Hire Dashboard will provide users with a **one-screen, interactive overview of the most important time to hire metrics**



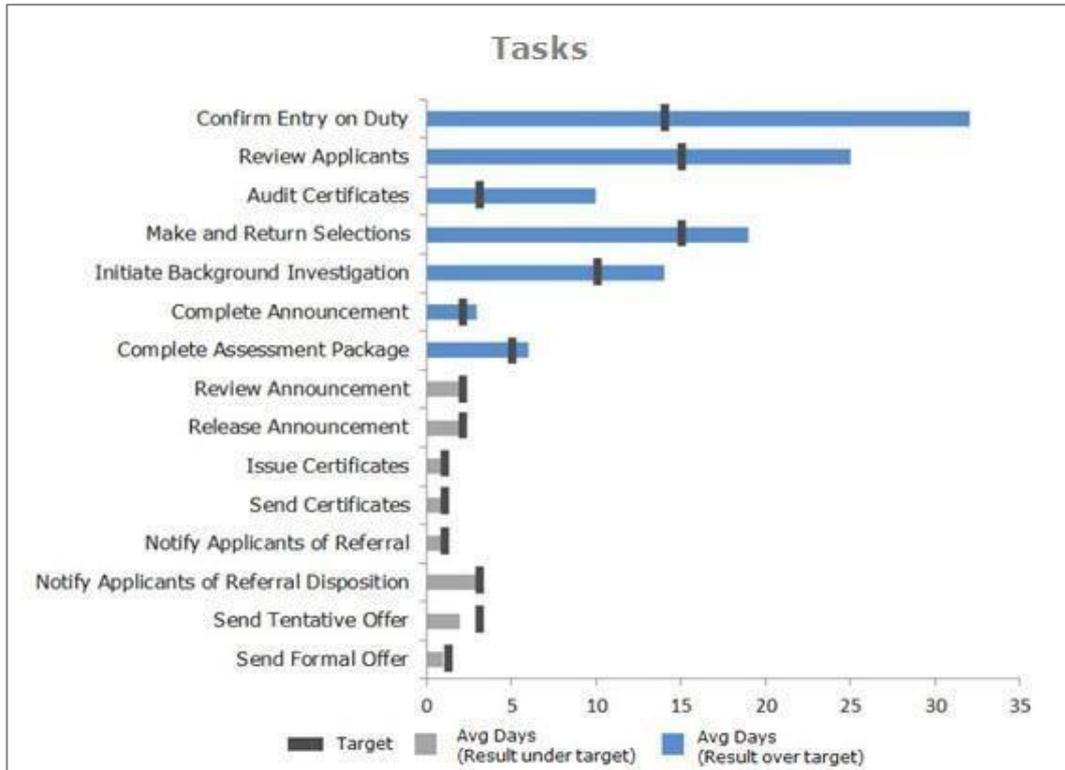


- Filter by Organization, Office, Customer, Occupational Series, Announcement Type, Appointing authority, and other vacancy and request attributes
- Availability: **Expected at the end of FY 2017**



# Time to Hire Task Report

## bottlenecks in the process



- Filter by Organization, Office, Task Owner, and Task Complete Date
- Drill-down to detail for all tasks
- Availability: **Currently available in Production**

### Path:

Public Folders > USA Staffing Packages and Folders > Analytics

>



Allow users to compare task completion days to targets to **identify potential**



Time to Hire > Staffing Time to Hire  
> Time to Hire Task Report

# Time to Hire Request Report

Allow users to view **overall time to hire by request number compared to the target number of days for the workflow**

Customer Agency Name	Request Number	Request Approval Date	Vacancy Number	Vacancy Type	Pay Plan-Series-Grade	Job Title	Announcement Type	Actual Days to Hire	Target Days to Hire	Days Late	Days Early
Customer E	28654-8925	2/15/2016	123456	Standing Register	GS-0343-11/12	Program Analyst	Public (U.S. Citizens and Non-Citizens)	164	120	44	--
Customer E	28654-8926	3/1/2016	123457	Case Exam	GS-0201-9/11	Human Resources Specialist	Public (U.S. Citizens and Non-Citizens)	156	120	36	--
Customer E	28654-8927	4/23/2016	123460	Case Exam	GS-2210-14	Program Manager	Internal Merit Promotion	131	80	51	--
Customer E	28654-8928	3/18/2016	123461	Case Exam	GS-0510-12/13	Auditor	Status (Federal/Veteran/Other Eligible)	123	80	43	--
Customer E	28654-8929	4/25/2016	123462	Case Exam	GS-0201-9/11	Human Resources Specialist	Public (U.S. Citizens and Non-Citizens)	121	80	41	--
Customer E	28654-8930	2/15/2016	123463	Case Exam	GS-0343-13/14	Senior Management Analyst	Internal Merit Promotion	112	115	--	3

- Filter by Organization, Office, Customer, and Request Complete Date
- Drill-down to detail for all tasks associated with the vacancy



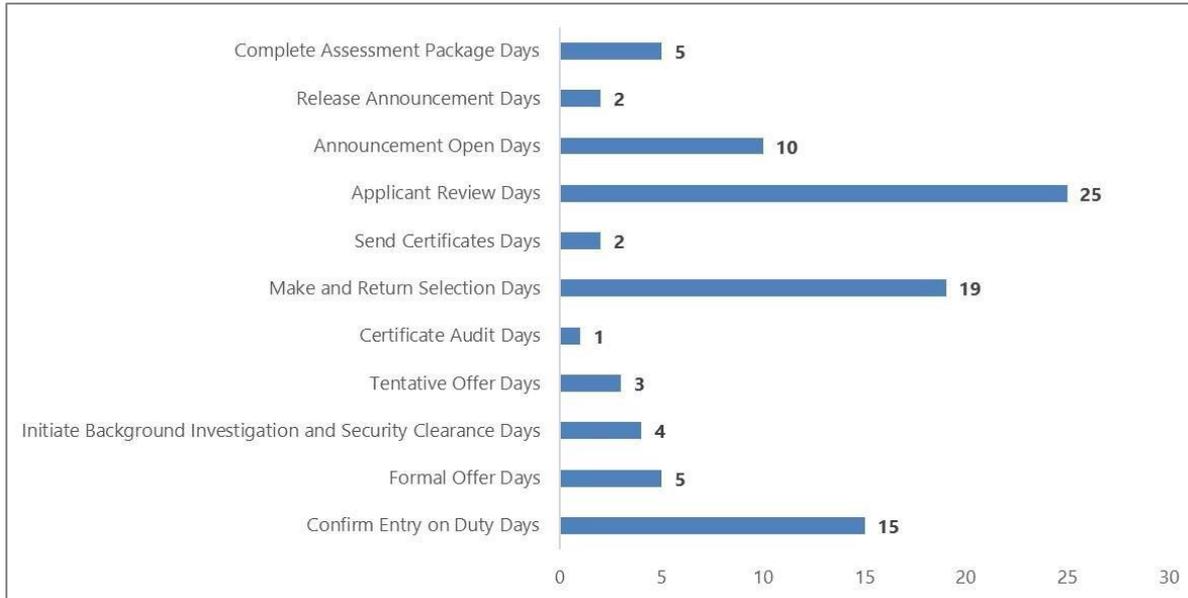
- Availability: **Currently available in Production**

**Path:** Public Folders > USA Staffing Packages and Folders > Analytics > Time to Hire > Staffing Time to Hire > Time to Hire Request Report

## Time to Hire Hiring Phases

Allow users to view **the number of days by hiring phases based on the Hiring Process Roadmap**





- Phases based on system events and the completion of tasks
- Filter by Organization, Office, Customer, Occupational Series, and other Vacancy and Request attributes
- Availability: **Expected in Summer 2017**



# Resources

## Reporting and Analytics Strategy and Consulting

Discuss your organization's reporting and analytics needs and identify a strategy to build reports and analytical projects. Consult and provide guidance to your organization's report authors in developing USA Staffing Cognos reports and dashboards

## Cognos Report Author Training Sessions

An overview of USA Staffing data with practical exercises in running standard reports and developing custom reports in Cognos. Contact us if you are interested in scheduling a session for the report authors in your organization

## IBM Cognos Report Author Training

Listing of paid training opportunities sponsored by IBM Cognos. [http://www-](http://www-01.ibm.com/software/analytics/training-and-certification/)

[01.ibm.com/software/analytics/training-and-certification/](http://www-01.ibm.com/software/analytics/training-and-certification/)



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